



# **Departmental Business Plan and Outlook**

**Office of Americans with Disabilities Act Coordination**

**Fiscal Years: FY 05 - 06  
&  
FY 06 - 07**

**Plan Date: January, 2005**

**Approved by:**

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**Goals:**

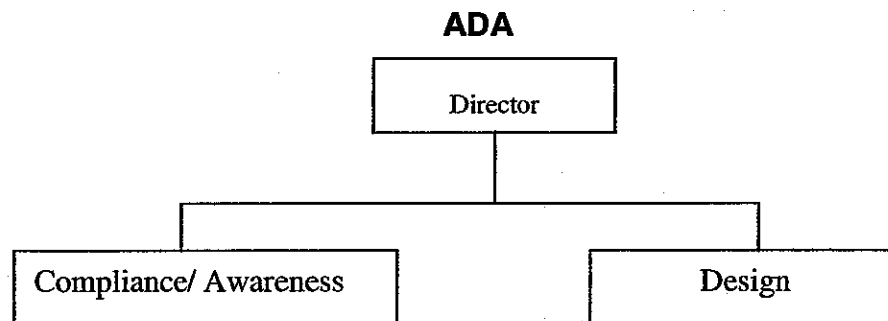
**ES5: Attract, develop and retain an effective, diverse and dedicated team of employees.**

**ES6: Plan, construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County**

## **EXECUTIVE SUMMARY**

The Office of ADA Coordination is primarily an internal service department that provides the following services to County agencies:

- Reviews policies programs, services and procedures for County departments
- Reviews plans for new construction and alterations for ADA compliance for all County departments except Aviation
- Conducts an ADA barrier removal program for all GSA managed facilities
- Maintains a network of departmental ADA coordinators and related staff
- Provides ADA and disability awareness training for County departments
- Provides staff support and liaison for the Commission On Disability Issues
- Administers the County's ADA grievance process
- Provides materials in accessible format for people who are blind
- Provides a system for departments to provide interpreters for people who are deaf.
- Administers the disabled permit parking fine distribution to the municipalities
- Provides support to the County attorney's Office on ADA and disability related lawsuits.
- Provides advice and technical assistance to municipalities on ADA matters
- Provides information and referral and technical assistance to the public



**In FY 2006 and FY 2007, ADA anticipates achieving the following:**

**Design Division, Plans Review:**

- Keep departments informed of requirements to submit plans and schedule ADA inspections
- Maintain an agreement with the County Building Department to require an ADA stamp
- Review approximately 90% of all plans submitted within 3 business days
- Provide technical assistance on legal requirements for compliance
- Work with architects to develop design solutions

**Design Division, Barrier Removal (Surveys, Design & Construction Management):**

- Reevaluate priorities with the Commission on Disability issues
- Survey facilities for new projects
- Meet with program staff to develop barrier removal plans for surveyed projects
- Select and manage performance of architects for projects with completed barrier removal plans
- Solicit bids for completed construction plans
- Award jobs that have been bid
- Provide construction management for jobs that have been awarded
- Substantially complete 10 construction projects
- Award and begin construction on 1 project
- Complete construction documents for 4 projects
- Complete surveys for 7 projects
- Fulfill all reporting requirements for GOB and Capital projects
- Hire 5 architectural firms, provide training review surveys and construction plans, workout design solutions for approximately 40 polling sites in privately owned facilities
- Solicit bids, award 5 construction contracts for approximately 40 polling sites and provide construction management for all aspects through final inspection

**Compliance/Awareness Division, Training:**

- Develop ADA and disability awareness training curriculums, schedule attendance and provide 3 training sessions for departmental ADA Coordinators and related staff.
- Develop 36 training sessions for executive, administrative and program staff for various departments, municipalities and community agencies.

**Compliance / Awareness CODI liaison:**

- Provide full staff support and liaison for the Commission on Disability Issues.
- Hold 12 meetings of CODI providing arrangements, liaison, minutes, correspondence and follow up

## **INTRODUCTION**

### **Department Purpose/Mission Statement**

Bring Miami - Dade County into compliance with the Americans with Disabilities Act and, at the same time heighten awareness of disability issues, both within County departments and within the community, to help provide persons with disabilities the opportunity to fulfill their greatest potential for independence and achievement.

### **Department Description**

ADA Coordination is comprised of the following divisions:

#### **Compliance/Awareness Division:**

- ◆ Reviews County-wide and departmental policies, procedures, programs and services for ADA compliance and follows up with reports and meetings to recommend and implement necessary changes.
- ◆ Provides ADA and disability awareness training to County departments tailored to department needs.
- ◆ Maintains a network of departmental ADA coordinators and related staff providing training and technical assistance.
- ◆ Maintains the County's ADA grievance process to obtain appropriate departmental response to citizen complaints.
- ◆ Serves as liaison to the Commission on Disability Issues providing full staff support
- ◆ Provides departments with materials in accessible format
- ◆ Provides a system for departments to obtain sign language interpreters
- ◆ Provides support and assistance to the County Attorney's Office on ADA and disability related lawsuits.
- ◆ Administers disabled permit parking fine distribution to municipalities
- ◆ Provides ADA technical assistance and training to municipalities
- ◆ Provides information and referral to the public

#### **Design Division:**

- ◆ Provides a barrier prevention program by reviewing plans for new construction and alterations carrying out inspections for all departments except Aviation.
- ◆ Provides a barrier removal program for all GSA maintained facilities
- ◆ Provides technical assistance to municipalities
- ◆ Provides training and technical assistance to departments and the community on ADA design requirements
- ◆ Provides technical assistance to members of the public.

**The following significant events continue to impact ADA's mission or purpose:**

- A 2.6 million dollar ADA construction project at the South Dade Government Center and hurricane damage has created the opportunity to make significant improvements to additional exterior areas by expanding the scope of the project if additional funds can be made available.
- ADA projects are being continued in correctional facilities to respond to a lawsuit. Requirements for background checks have delay access for consultants and construction workers. Strict security procedures significantly reduce the amount of time contractors are able to productively work in the facilities. This has resulted in time delays and an increase in costs.
- Work continues with the elections dept to assist in making polling sites accessible. The department is providing management for a large number of construction projects as well as providing assistance to the election dept in working with schools, county departments and others.
- The allocation of \$10 million of GOB funding for projects without increased staffing carries with it a new work load including extensive reporting responsibilities.
- A succession plan for the retirement of the Director of the department and the Supervisor of the Design Division requires a 6 month overage position for the supervisor to the design division.

## **Organization and Staffing Levels**

### **Office of ADA Coordination Functional Table of Organization**

#### **Office of ADA Coordination\***

- Implementation & oversight of Americans with Disabilities Act (ADA) within County Government
- Conducts ADA awareness & compliance training for County Department
- Carries out barrier removal projects for GSA-managed buildings
- Administers the Communication Access Project

#### **The following is a brief discussion of some organizational issues for the current fiscal year:**

- The position for the supervisor of the compliance awareness division has been reclassified to an Assistant director as part of a succession plan being implemented as a result of the projected retirement of the department director. A 6 month overage has been requested to provide a smooth succession plan being implemented for the supervisor of the design division.

#### **Staffing Levels**

- Additional staff may be needed in the design division if funds become available to expedite the county's transition plan



**The following is a discussion of major funding sources, major variances in revenues and expenditures from prior years, and significant in-kind services which have performance impacts to GSA:**

- The Director, the Compliance/Awareness division and the Plans Reviewer/Inspector (CM1) are funded through the General Fund.
- The Design division is funded through Capital Outlay Reserve Funds (CORF), bond funds, and disabled permit parking fine monies. Revenues from the disabled permit parking fines are channeled to barrier removal projects through CORF as part of the normal \$1.3 allocation.
- Additional funds are provided from CORF and bond funds to comply with lawsuit settlements and other emergency projects.
- \$10,000,000 has been allocated from the GOB to fund additional barrier removal projects over the next 8 years

## **Business Environment**

ADA customers are primarily County departments, County employees, other municipal governments and the general public.

- ADA's Divisions provide services to the following entities:

a) Compliance/Awareness division:

- All County departments
- County employees
- The Commission on Disability Issues
- Municipalities
- Members of the general public

b) Design division:

- All County departments
- County employees
- Municipalities
- Members of the general public

## **Critical Success Factors**

The following outlines ADA's ability to accomplish business plan objectives for the next fiscal year within existing resources.

### Compliance Awareness Division:

- Training is provided and tailored for departments according to their needs and availability. The number of training sessions is not entirely predictable and single sessions require as much preparation as multiple sessions.
- Staff support to the Commission on Disability Issues varies with the abilities, interest, and ambitions of the members. While the number of meetings is a pretty good indication of the amount of work required to support CODI, there are many other variables including the number of major projects and the number of special events, both of which are totally dependent on the members of CODI.

### Design Division:

- ADA barrier removal projects are subject to all of the unforeseen conditions, contractor shortcomings, and numerous other delays that affect all construction projects.

### **Impact of future potential incorporations or annexations on ADA:**

There is no currently anticipated impact.

## **THE PLAN**

**ADA is primarily supportive of the following strategic themes:**

- Ensure that Miami-Dade County operates in a fiscally responsible and stable manner
- Improve the quality of life for all County residents.
- Develop and maintain an effective transportation system.
- Promote cooperation and coordination among all government services.

**ADA's Department-related Strategic Plan Goals:**

- Enable County departments and their service partners to deliver quality customer service
- Enhance community access to reliable information regarding services and County government issues
- Plan, construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County

**ADA's related Strategic Plan Priority Outcomes:**

- Safe, convenient and accessible facilities planned and built ready to meet needs
- Develop workforce skills to support County priorities to bring Miami-Dade County government into compliance with the ADA.

<b>Goal:</b>	ES6: Plan, construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County
<b>Outcome 1-1:</b>	ES6-1: Safe, convenient and accessible facilities planned and built ready to meet needs (provide ADA compliance)

<b>Strategies:</b> <ul style="list-style-type: none"><li>▪ Work with internal users to develop plans of future facility needs</li><li>▪ Design and construct facilities consistent with scope, budget and schedules</li></ul>					
<b><u>Key Performance indicator(s)/Objectives(s) (From Strategic Plan):</u></b> <ul style="list-style-type: none"><li>▪ 100 % of facilities meeting ADA requirements</li></ul>					
<b>DESCRIPTION OF PERFORMANCE MEASURE</b>	<b>PERFORMANCE LEVELS</b>			<b>TASKS/ACTIVITIES/PROGRAMS</b>	<b>OWNERSHIP</b>
	<b>PRIOR FY 04 ACTUAL</b>	<b>TARGETS</b>			
	<b>FY 05</b>	<b>FY 06</b>			
Review at least 90% of all plans submitted within 3 business days	113	75	80	1. Keep departments informed of requirements to submit plans and schedule ADA inspections 2. Maintain an agreement with the County Building Department to require an ADA stamp 3. Review approximately 90% of all plans submitted within 3 business days 4. Provide technical assistance on legal requirements for compliance 5. Work with architects to develop design solution	Steve Roth
ADA Barrier Removal Projects	9	11		1. Reevaluate priorities with Commission on Disability Issues 2. Survey Facilities 3. Meet with program staff to develop plan 4. Select Architects 5. Bid jobs 6. Award 7. Provide construction management	
Substantially Complete Construction Projects			10	1. Provide construction management and complete 10 barrier removal projects.	

**Department Name: Office of ADA Coordination**  
**Fiscal Years: FY05-06 & FY06-07**

Award and Begin Construction			1	1. Bid and award construction projects	
Complete Construction Documents			4	1. Hire architect 2. Review and approve construction plans Obtain building department approval for construction plans	
Complete ADA Surveys			7	1. Prepare as-built CAD drawings for existing facilities. 2. Identify non-compliant ADA barriers Meet with program staff and determine which barriers need to be removed for barrier removal project	

<u><b>Goal:</b></u>				
▪ ES5: Attract, develop and retain an effective, diverse and dedicated team of employees				
<u><b>Outcome 1-2:</b></u>				
▪ ES5-4: Workforce skills to support County priorities to bring Miami-Dade County government into compliance with the ADA				
<u><b>Strategies:</b></u>				
▪ Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including a Countywide training approach that includes enhancing organizational performance in fulfilling societal responsibilities and service to the community				
<u><b>Key Performance indicator(s)/Objectives(s) (From Strategic Plan):</b></u>				
▪ # of inter-agency collaborative initiatives to enhance workforce learning opportunities				
<b>DESCRIPTION OF PERFORMANCE MEASURE</b>	<b>PERFORMANCE LEVELS</b>			<b>OWNERSHIP</b>
	<b>PRIOR FY 05 ACTUAL</b>	<b>TARGETS</b>		
		<b>FY 06</b>	<b>FY 07</b>	
ADA Coordinators Training	8	4	3	1. Develop training curriculums, schedule attendance, and hold training sessions for ADA
Departmental Training	60	40	36	1. Develop training curriculums, schedule attendance, and hold training sessions for departments
CODI Staff Support	12	10	12	1. Provide full staff support for CODI meetings , minutes, correspondence and follow up